

Appendix A

Recovery-Oriented System Assessment Purpose and Use

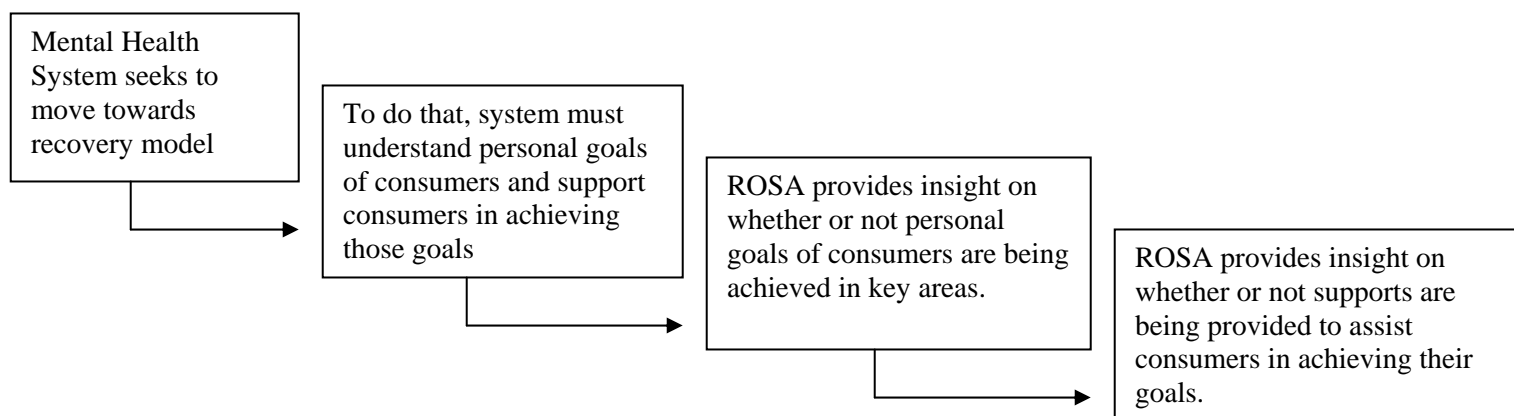
The Recovery Oriented System Assessment (ROSA) system is designed to promote improvement in the way that county mental health systems serve consumers. The ROSA system is based on the belief that the primary objective of the mental health system should be to support consumers in their recovery and that services and supports should be geared to help consumers achieve their desired personal goals.

The 16 outcomes—or personal goals—used in the ROSA tool are things that a group, including mental health consumers, felt that most people want in their lives. Examples include: being able to choose where and with whom to live, having friends and informal supports having the best possible physical health, and having their rights respected, just to name a few. However, each person is unique and defines each of these outcomes differently according to their personal experience and life. This is why consumers are interviewed individually to find out if they think that they are achieving these goals in their lives. Consumers are also asked whether they think they are receiving the necessary support to accomplish these goals. This support may come from county services or other family, friend, or community sources.

Case managers are interviewed to learn about the supports that are being provided to help the consumer achieve desired goals.

This information from consumer and case manager interviews is combined to produce a snapshot of whether consumers are meeting their personal goals and receiving necessary support. The county mental health system can use this information along with other quality indicators to determine strengths in their systems and areas needing improvement. Information on goals and supports can be tracked over time to monitor progress in systems improvement.

The ROSA system will benefit consumers, county mental health programs, and the state Department of Health and Family Services (DHFS), which oversees mental health programs statewide by helping mental health systems move towards a recovery model. The following diagram shows how ROSA supports recovery:



- Consumers who participate in ROSA interviews have an opportunity to share their perspectives on what is important to them and on the type of services and supports they would like to receive to help them achieve their goals. They can also comment on the usefulness of the services and supports they are currently receiving. This information, combined with similar information provided by other consumers, will help assure that the mental health systems with which they are involved understand how to support consumers in recovery.¹ Over time, it may result in improved services and supports.
- Staff of county mental health programs will learn which personal life goals consumers tend to achieve and which personal life goals are more problematic for consumers. They will be able to see the relationship between the consumers' achievement of personal goals and the supports and services that the program is providing. This information will support county mental health program quality improvement efforts.
- It is important to understand that the ROSA results will not give county mental health programs a direct "prescription" for improving their quality. The ROSA results will point out areas of relative strength and weaknesses. Ideally, county staff and consumers will follow up on the ROSA findings by working together to think through why the system scored high and low for a particular area, and by developing improvement strategies in areas where it appears that consumers are not meeting their goals, or where supports appear to be limited.
- Overtime, DHFS will be able to measure the effectiveness of the statewide mental health system in supporting consumer recovery. It will be able to promote statewide quality improvement by sharing strategies for promoting recovery through supporting consumers in achieving their personal goals.

¹ Note that consumer confidentiality will always be respected. Information on consumer interviews will be provided to counties in summary form without identifying the individual providing the information, unless the consumer specifically authorizes the interviewer to share the information using his or her name.